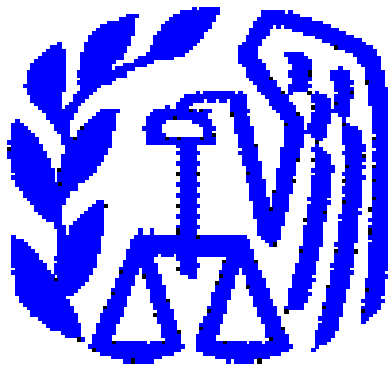


**Section C**

**PERFORMANCE WORK STATEMENT**



**FACILITIES OPERATIONS AND MAINTENANCE**

**April 21 2004**

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## LIST OF TECHNICAL EXHIBITS

Technical Exhibit Number	Title of Technical Exhibit	File Name
TE-1	General Location and Site Information	TE-1 Facility Location Data.doc
TE-2	Facility Components And Equipment	TE-2 Specific Scope.doc
TE-2-2 CA	Critical Equipment	TE-2-2 CA – Critical Equipment.doc
TE-2-2 HQ	Critical Equipment	TE-2-2 HQ – Critical Equipment.xls
TE-2-2 KY	Critical Equipment	TE-2-2 KY – Critical Equipment.xls
TE-2-2 PA	Critical Equipment	TE-2-2 PA – Critical Equipment.xls
TE-2-2 TX	Critical Equipment	TE-2-2 TX – Critical Equipment.xls
TE-2-2 UT	Critical Equipment	TE-2-2 UT – Critical Equipment.xls
TE-3-CA	Fresno Service Calls FY 2002	TE-3-CA Fresno Service Calls FY02.xls
TE-3-HQ	Headquarters Service Calls	TE-3-HQ Headquarters Service Calls.xls
TE-3-KY	Covington Service Calls	TE-3-KY Covington Service Calls .xls
TE-3-PA	Philadelphia Service Calls FY 2002	TE-3-PA Philadelphia Service Calls .xls
TE-3-TX	Austin Service Calls FY 2002	TE-3-TX Austin Service Calls FY02.xls
TE-3-UT	Ogden Service Calls FY 2002	TE-3-UT Ogden Service Calls FY02.xls
TE-4	IRS PM Checklists	TE-4 PM Guides.doc
TE-5-CA	Fresno Equipment PM List	TE-5-CA Fresno Equipment List.xls

<b>Technical Exhibit Number</b>	<b>Title of Technical Exhibit</b>	<b>File Name</b>
TE-5-HQ	Headquarters Equipment PM List	TE-5-HQ Headquarters Equipment List.xls
TE-5-KY	Covington Equipment PM List	TE-5-KY Covington Equipment List.xls
TE-5-PA	Philadelphia Equipment PM List	TE-5-PA Philadelphia Equipment List.xls
TE-5-TX	Austin Equipment PM List	TE-5-TX Austin Equipment List.xls
TE-5-UT	Ogden Equipment PM List	TE-5-UT Ogden Equipment List.xls
TE-6	Required Submittals and Reports	TE-6 Reports and Submittals.doc
TE-7-CA	Government Furnished Items at Fresno, California	TE-7-CA Govt Furnished Items.doc
TE-7-HQ	Government Furnished Items at Headquarters, Washington DC	TE-7-HQ Govt Furnished Items.doc
TE-7-KY	Government Furnished Items at Covington, Kentucky	TE-7-KY Govt Furnished Items.doc
TE-7-PA	Government Furnished Items at Philadelphia, Pennsylvania	TE-7-PA Govt Furnished Items.doc
TE-7-TX	Government Furnished Items at Austin, Texas	TE-7-TX Govt Furnished Items.doc
TE-7-UT	Government Furnished Items at Ogden, Utah	TE-7-UT Govt Furnished Items.doc
TE-8	Glossary of Terminology	TE-8 Definitions and Acronyms.doc
TE-9	Applicable Regulations and References	TE-9 Standards and Regulations.doc
TE-10	Infrared Testing Requirements	TE-10 Infrared Test Requirements.doc

## **SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT**

### **INTRODUCTION**

#### **1.1 Objective**

The objective of this solicitation is to obtain facility operations and Preventive maintenance and, repair services for buildings, structures, and building equipment at U.S. Department of Treasury, Internal Revenue Service (IRS) Campuses in Austin, Texas; Covington, KY; Fresno, CA; and Ogden, UT. Similar services are also required for the IRS Headquarters building in Washington, DC and the South and East building at the Philadelphia IRS Campus. In addition, the overriding objective of this solicitation is to provide the services stated herein with the utmost reliability to minimize any negative impacts on critical building systems which could adversely affect the IRS's mission at these sites. Moreover, the objective is that there will be no unscheduled building systems outages on critical building systems which affect IRS operations. The specific locations, mission, facility size, buildings population, and other relative data are shown Technical Exhibit TE-1.

#### **1.2 OMB Circular A-76 Competition**

This Performance Work Statement (PWS) supports the process described in Office of Management and Budget (OMB) Circular No. A-76 (Revised), May 29, 2003. The Government's in-house operation, maintenance and repair personnel are currently performing the services required by this solicitation. In addition, other support work is being accomplished under separate contracts. The Government reserves the right to obtain any of the currently contracted services outside of this contract.

#### **1.3 Service Provider**

Throughout the PWS, the term "Service Provider" is used to reference either the Government's most efficient organization OR the successful offeror in the performance of the duties as described in this PWS.

## **SCOPE OF WORK**

### **2.1 Description of Services**

The Service Provider shall provide all management, supervision, labor, materials, supplies, repairs, maintenance, parts, tools, and equipment, and shall plan, schedule, coordinate and ensure completion of all contract requirements specified herein at Internal Revenue Services (IRS) Campuses in Austin, Texas; Covington, KY; Fresno, CA; Ogden, UT, Headquarters building in Washington, DC and the buildings in Philadelphia, PA. Specific facility equipment and building systems included in this contract are shown in Technical Exhibit for Facility Components and Equipment (TE-2) and the Technical Exhibit for Building Equipment Lists for each site (TE-5). The Service Provider shall be fully responsible for the operation, repairs, scheduled preventive maintenance and equipment certifications necessary to effectively operate and maintain all building equipment and systems as listed in this contract. The Service Provider shall also provide

additional services as Indefinite Delivery Indefinite Quantity (IDIQ) building/equipment repair services, snow hauling services, and phase-in deficiency correction.

The Service Provider shall be required to operate the facilities covered by this contract during all emergency situations such as fires, accident and rescue operations, strikes, civil disturbances, natural disasters, and the like. The contract Project Manager and his designated staff shall become thoroughly familiar with the IRS occupancy emergency plans at each site. Participation in emergency plans shall be mandatory during the event of a related emergency situation regardless of the time of occurrence. The Service Provider shall be responsible to support the emergency plans by performing specific actions as required by the COTR as part of the basic services (fixed price) portion of this contract.

## **2.2 Basic Services**

The basic services portion of this requirement is intended to encompass performance of all services to:

- Operate the facilities (described in Paragraphs 3.1 3.2, and 3.6),
- Perform all service calls and repairs issued by the Government as service calls (described in Paragraph 3.3),
- Perform Preventive maintenance and certification (described in Paragraph 3.4),
- Provide the services to manage the work at each location (described in Paragraph 3.5), and
- Perform project planning and proposal development activities, and cost estimating of all IDIQ work requested by the Government (described in paragraph 4).

## **2.3 Additional Services**

Additional Services will be ordered using IDIQ Task Orders or as a credit card authorization as a means of authorizing additional services. All additional services costing more than \$2,500 will be authorized by a fixed-price and/or time and materials task order. The additional services requirements of this contract will not exceed \$500,000 for each individual task order. All additional services requirements exceeding \$500,000 are excluded from this contract. Additional services are as follows:

- That portion of service call repairs that are in excess of \$2,500 up to the maximum order limitation of \$500,000
- Phase-in deficiency corrections that are in excess of \$500.00 up to the maximum order limitation of \$500,000, and
- Snow Hauling up to the maximum order limitation



**Basic Services/Additional Services (IDIQ)**

<b>Work Category</b>	<b>Basic Services</b>	<b>Additional Services (IDIQ)</b>
Facility Operations Services {para 3. [including but not limited to BOP (para 3.1), Water treatment (3.2), all service calls < \$2,500 (3.3)]}	<b>X</b>	
The first \$2,500 in labor, materials, and/or subcontract costs associated with each repair service call.	<b>X</b>	
Preventive maintenance and certification services (para 3.4).	<b>X</b>	
Phase in inspection corrections that are less than \$500 each	<b>X</b>	
All costs greater than \$2,500 in labor, material, and/or subcontract costs associated with each repair service call.		<b>X</b>
Phase-in inspection deficiency corrections that are in excess of \$500.		<b>X</b>

**BASIC SERVICES****3.1 Facility Operations.**

The Service Provider shall provide all services to operate the facilities as described below.

**3.1.1 Building Operations Plan (BOP)**

The Service Provider shall prepare and successfully implement a building operating plan (BOP) for each facility at each site based on the building equipment inventory. The BOP shall address both summer and winter operations. All energy intense equipment (equipment exceeding 5 horse power) shall be separately identified in the BOP by the equipment identification number (ID #) and an operational plan shall be established so all equipment is operated in the most energy efficient manner possible taking into consideration indoor temperatures and outside weather conditions during summer and winter. The initial submittal shall be provided with the Service Provider's proposal. The

Service Provider shall review these plans at least annually (within the first 30 days of each option period) or when directed by the Contracting Officer's Technical Representative (COTR) and revise the plans as necessary. All revised plans shall be submitted to the COTR prior to implementing a revised BOP. The COTR will provide written acceptance or reject of the plan within 30 days . As a minimum, the BOP shall address the following:

- (1) Heating Ventilation and Air Conditioning (HVAC) equipment operations to achieve energy efficiency for various ambient outside temperature levels.
- (2) HVAC equipment operations to achieve facility ventilation.
- (3) HVAC equipment operations to enhance the reliability of critical equipment and subsequent reduction in risk to the IRS mission.
- (4) Energy intense equipment (all equipment above 5HP) start up and shut down schedules and operating procedures to achieve sound energy management practices while at the same time providing a building environment in accordance with this solicitation.
- (5) Achieve and maintain temperatures in all facilities as required herein (see 3.1.3) .
- (6) Achieve and maintain temperature in facility unoccupied spaces.
- (7) Procedures to achieve climate conditions for Information System equipment and other specialized equipment.
- (8) Provide plan for operating Interior lighting operations.
- (9) Provide plan for operating Exterior lighting operations.
- (10) Operations to protect facility and equipment during extreme cold.
- (11) Chilled Water and Hot Water resets based on indoor and outside temperatures/weather.
- (12) Provide procedures for use of Government-furnished free cooling building equipment to save energy.
- (13) Specific description of how and when equipment operational checks will be performed.
- (14) Describe how and how often automated control systems for building equipment will be backed-up.
- (15) Describe the procedures for how all outages to building equipment and systems will be requested in advance. All non-emergency non-PM related outages shall be approved by the COTR a minimum of 24 hours in advance.
- (16) Describe how building deficiencies will be inspected, identified, and how resolutions will be effected.

### **3.1.2 Instructions**

The Service Provider shall develop specific standard operating procedures for Service Provider personnel to implement the accepted BOP. These instructions shall be used by Service Provider personnel in daily performance of work and shall be made available to the COTR and other Government personnel upon request.

### 3.1.3 Facility Temperature

All spaces occupied during facility operating hours shall be maintained at 74 degrees  $\pm$  2 degrees Fahrenheit. Rooms housing Information Technology equipment (computer rooms) shall be maintained at 72 degrees  $\pm$  1 degree Fahrenheit and 50%  $\pm$  5% relative humidity. Any temperature deviation greater than that specified shall be approved by the COTR in writing.

### 3.1.4 Equipment Checks

The Service Provider shall perform checks of the building equipment. The Service Provider shall perform checks in accordance with their approved proposal and the minimum standards listed below. The following table lists the minimum number of checks to be performed on building equipment.

	Type Equipment	Frequency of Checks
1	Central Cooling & Heating Plant (chillers, pumps, piping, etc.)	Four Times Daily
2	A/C Machine Computer Room	Twice Daily
3	Heating Boilers (Low Pressure)	Twice Daily
4	BAS/EMS System	Twice Daily
5	A/C Package Unit-Special	Daily
6	Air Handling Units (AHU)	Daily
7	Condensate Return System	Daily
8	Cooling Towers	Twice Daily
9	Hydro Pneumatic System (F5)	Daily
10	Pressure Reducing Stations & Reg (Steam & Hot water)	Daily
11	Elevators	Daily
12	Water Treatment Equipment	Daily
13	Fire Alarm Control Boards	Daily
14	Emergency Generators	Daily
15	Uninterrupted Power Supply (UPS)	Twice Daily
16	Roll Type Filter Media	Weekly
17	Equipment Recording Charts	Weekly
18	Parking Lot Entry Gates and Barrier Arms	Weekly
19	Battery Systems (UPS)	Twice Daily
20	A/C Package Unit- Comfort Cool/ Split Systems	Weekly

	<b>Type Equipment</b>	<b>Frequency of Checks</b>
21	Compressed Air System	Weekly
22	Sump Pumps/Sewage Ejector Pump	Weekly
23	Fans-Centrifugal	Monthly
24	Condensers (Air Cooled)	Monthly
25	Heat Pump	Monthly
26	Glycol Dry Cooler	Monthly
27	Unitary Heat/Cool Equip	Monthly
28	Humidification System	Monthly
29	Propeller 36 Inch Plus	Monthly
30	Exhaust Fan	Monthly
31	Transformer Vaults	Monthly
32	Switch Gear	Monthly
33	Roof	Monthly
34	Central Drinking Water System	Monthly

### **3.1.5 System Equipment Configuration, Set Points, and Operating Parameters**

The Service Provider shall make no changes to the established equipment configuration or the programming/operating sequence of control systems for fire alarm, HVAC, mechanical, or electrical systems in facilities without the written consent of the COTR. Upon completion of any maintenance or repair work, the equipment and its components shall be clean and shall have no missing or damaged parts. The equipment shall operate within the equipment manufacturer's design criteria levels.

### **3.1.6 Snow Removal and Ice Abatement**

- A. For each applicable site, the Service Provider shall submit a detailed snow removal plan during the 60 day phase-in period. The Service Provider shall remove snow from the parking spaces/areas and sidewalks following all snow falls of one inch or more or when unsafe conditions exists for IRS employees. All accumulations of ice shall be abated immediately by applications of chemicals and other means to provide secure footing and safe driving conditions. Sidewalks and other walking paths shall be clear of snow and ice throughout normal business hours and during periods at change of shifts even if snow or ice is continuing to fall during that time period. Parking areas shall be cleared before normal business hours and/or shift change so parking is available to IRS staff throughout normal business hours. If snow accumulation exceeds the capability to pile the snow on the IRS premises as determined by the COTR, hauling of snow to an offsite location may be deemed necessary. If this happens, the COTR will

verbally direct the Service Provider to perform the required services and follow it up in writing by an issuance of an IDIQ task order.

- B. All chemicals proposed to be used in snow and ice removal shall not damage any IRS facility surface and shall be approved by the COTR prior to use.
- C. The Service Provider shall submit a detailed snow removal plan, including the description of the chemicals to be used, available equipment on and off site, personnel that will be involved, and a drawing of the site depicting the sequence of how snow and ice will be removed from each site. This shall be updated and provided to the COTR for review and approval annually 60 days before the winter season begins. The snow removal plan shall be approved prior to implementation or use and no unapproved chemicals shall be used. Snow removal/ice abatement shall be performed as shown below.

<u>Location</u>	<u>Parking Areas</u>	<u>Sidewalks</u>
Fresno, CA	N/A	N/A
HQ Washington, DC	N/A	N/A
Covington, KY	<b>All</b>	<b>All</b>
Philadelphia, PA	N/A	N/A
Austin, TX	N/A	<b>All</b>
Ogden, UT	N/A	<b>All</b>

### **3.1.7 Maintain Equipment Rooms and Service Provider Spaces**

The Service Provider shall maintain building equipment, equipment machine rooms, shops, and office spaces in a manner that results in a neat and clean appearance at all times as identified during the initial phase-in inspection. All areas shall be kept free of extraneous materials, swept, and dusted. Any Service Provider damage to walls, ceilings, floors, pipes, ducts, or exteriors of equipment shall be repaired and the finish shall be returned to match the existing condition as identified during the phase-in inspection.

### **3.1.8 Painting and Corrosion Control**

Painting included in the basic services portion of this contract is limited to 200 SF per service call at no additional cost to the Government and includes but is not limited to touching up interior and exterior architectural, structural, and equipment surfaces such as walls, ceilings, doors, trim, windows, floors, hand railings, metal surfaces, installed building equipment, mechanical equipment, piping and insulation, duct work, machine room walls, ceilings, and floors.

Additional painting (over 200 SF per request) may be ordered under additional services IDIQ task orders and includes but is not limited to the following interior and exterior surfaces such as: ceilings, walls, partitions, doors and trim, windows, floors, foundation, roof, walls, windows, doors, and trim as well as structural coatings for surfaces such as mechanical and electrical equipment, structural members, towers, tanks, pipes, utility appurtenances, poles, and antennas. IDIQ painting may also include performing road and parking lot striping. Prior to all applications of paint, the type and color of the paint to be applied shall be approved by the COTR.

### **3.1.9 Read Utility Meters**

The Service Provider shall read the gas, electricity, water, fuel oil, and sewage meters monthly. The meters shall be read each month as directed by the COTR. A report of the meter readings shall be provided to the COTR within three workdays of reading the meter.

### **3.1.10 Equipment Condition Report**

The Service Provider shall provide immediate notification to the COTR for all equipment that is not fully operational. Furthermore, the Service Provider shall provide a daily notification (E-mail report) to the COTR by 9:00 AM that identifies any equipment not fully functional and shall detail the equipment deficiency and the proposed estimated time for the equipment to be returned to operational status.

## **3.2 Building Systems Water Treatment**

The Service Provider shall provide a detailed water treatment program with their proposal covering all equipment and systems to be maintained as part of this contract. The program shall include but is not limited to all of the requirements of the PWS under 3.2.

### **3.2.1 Water Treatment Program**

A. During the phase-in period, the Service Provider shall have the water analyzed in each of the building systems named below. Not later than thirty (30) calendar days after the contract start date, the Service Provider shall submit a report to the COTR which details the findings of the water analysis and establishes an appropriate treatment program for each system.

- (1) Hot water heating systems
- (2) Condensate systems
- (3) Chilled water systems
- (4) Condenser water systems
- (5) Decorative Fountains (HQ Washington, DC only)

B. A complete water treatment program shall be provided during the sixty day phase-in period. The water treatment program and services supplied by the Contractor shall be specifically formulated for each type of system, according to the recommendations of a chemist, laboratory, or firm that specializes in the water treatment field. In addition, the contractor shall be responsible for furnishing and installation of all necessary automated chemical feed equipment required to monitor and automatically feed chemical treatments for all water systems as part of the fixed-price portion of this contract. All automated chemical feed equipment shall be included as part of the complete water treatment program. The program shall be submitted to the ACO and COTR concurrently and the ACO will provide written approval or rejection of the water treatment program within 30 days.

### **3.2.2 Independent Testing**

Every water analysis made on these systems, whether initial, regular, or follow-up, shall be made by, or under the supervision of, a chemist, laboratory, or firm specializing in the field of water treatment. A written report of findings of all tests shall be submitted to the COTR within five (5) calendar days of the analysis. Analyses other than the initial analysis noted above, shall be made on each system as follows:

- (1) Once each month on a regular, recurring basis.
- (2) Following any change in the treatment program to ensure proper treatment.

### **3.2.3 Other Water Treatment Checks**

On-site Service Provider personnel shall routinely conduct water treatment and testing of all water systems identified in paragraph 3.2.1 on a weekly basis.

### **3.2.4 Chemicals**

A. The Service Provider shall provide all equipment, chemicals, and services, including application, required to control corrosion, scale, algae, and slime in each of the systems named above. The treatment supplied shall be one that has been specifically formulated for each type of system according to the recommendations of a qualified chemist, laboratory, or firm experienced in the water treatment field. The treatment(s) shall prevent:

- (1) Buildup of adherent mineral deposits (scale) on heat transfer surfaces in any of the systems
- (2) Algae, slime, and bacteria growth
- (3) Corrosion

B. Where temperatures, pressures, or other operating data indicate that the scale control program is not adequate, the Service Provider shall clean the equipment immediately, check the treatment for accuracy, and thereafter maintain temperatures, pressures, and other pertinent factors within limits specified by the manufacturer of the equipment. Slimicides, algaecides, and biocides shall be used to prevent algae, slime, and bacteria growth. The Service Provider shall warrant that the chemicals as used in the water treatment program:

- (1) Shall not endanger the health or safety of persons coming into contact with the materials.
- (2) Shall not harm or damage personal or real property.
- (3) Shall have no detrimental effect on the metallic, nonmetallic, and wood materials in the equipment being treated.
- (4) Chemicals shall be in compliance with current water pollution regulations of the county, state, and Environmental Protection Agency.

### **3.2.5 Other Water Inspections**

The Service Provider shall test building system water annually (chilled water, all hot water systems, condenser water) for the presence of Legionnaires disease. The testing of the water shall be performed by an independent water-testing firm and the results of the

tests shall be provided to the COTR within 15 calendar days after the water sample is taken.

### **3.3 Service Calls**

The Service Provider shall receive, respond to, complete, and document all service calls required by the Government as specified herein. The Service Provider shall provide a comprehensive Service Call Program with their proposal including but not limited to all service call requirements of the PWS under 3.3.

#### **3.3.1 General Service Call Requirements**

Service Calls are initiated by the COTR or a Government Service Call representative and are defined as unscheduled building related problems. Examples include, but are not limited to taking measures to respond to and correct building related deficiencies such as malfunctioning HVAC systems resulting in hot/cold complaints, miscellaneous electrical, plumbing, architectural, carpentry, and structural system repairs, etc. The Service Provider shall respond to and correct these problems as specified herein, including any needed repairs. This also includes maintenance, and technical assistance, and/or other miscellaneous work requirements as required by the COTR. Service Calls are brief in scope, and do not usually require detailed job planning. The first \$2,500 of labor, materials, and subcontract costs of Service Call work is included in the basic services, fixed-price portion of this contract. The Service Provider shall receive, perform, and document Service Calls in accordance with the procedures outlined below. Should the Service Provider identify additional repair/service call work that is needed in the course of performing other work under this contract such as quality control inspections, preventive maintenance, or other service calls, the Service Provider shall immediately contact the COTR or Government Service Call representative to inform them of the need for issuance of a service call ticket. The Service Provider shall identify repair work as follows: description of work, location of work, and a Service Provider point of contact. A Computerized Maintenance Management System (CMMS) generated Service Call will be issued to the Service Provider by the Government for this work. While awaiting service call documentation, the Service Provider shall diligently perform all required work discovered in a timely manner and shall remain fully responsible for maintaining effective maintenance and repairs of all building systems and equipment. Historical information on Service Calls is presented in Technical Exhibits TE-3-CA, TE-3-HQ, TE-3-KY, TE-3-PA, TE-3-TX, and TE-3-UT.

#### **3.3.2 Service Call Reception**

##### **3.3.2.1 Service Call Reception During Regular Work Hours**

The Government's Service Call Representative or Employee Resource Center (ERC) will perform Service Call reception Monday through Friday during the hours of 7:30 am-4:00 pm and classify each call in accordance with the definitions provided below. The Service Provider will be issued a Service Work Authorization Form (Service Call ticket), from the Government's Service Call Representative located at each site which will contain a description of the problem or requested work, date and time received, date and time issued, location, point of contact with telephone number, and other appropriate information. The Service Call ticket will be generated in the site's CMMS and forwarded either electronically or in hard copy to designated location(s) for Service Provider's receipt and



acceptance. If the call is classified as Emergency, Hot/Cold, or Urgent, the Government's Service Call Receptionist will notify the Service Provider by phone or voice communication that a ticket has been issued. The Government reserves the right to cancel or defer Service Calls.

### **3.3.2.2 Service Call Reception After Normal Government Working Hours**

#### **3.3.2.2.1 Reception at Continuous On-site Staffed Locations**

The Service Provider shall provide the COTR with a list of qualified personnel (and beeper and cell phone numbers) to be called when emergency service is required after normal Government working hours. The site Security Office will receive the service calls from IRS employees and issue a service call in a verbal format that indicates the nature of the problem, service call priority, and location of the problem. The Service Provider shall fill out a Service Work Authorization Form to include a description of the work or problem, date and time received, date and time responded to, location, and caller's name and telephone number for each call received. These forms shall be delivered to the Government's Service Call Representative (work management office) by 8 AM the next regular workday. Subsequently, the Government's Service Call Receptionist will issue a CMMS service call to document the work.

#### **3.3.2.2.2 Call Back Services at Headquarters, Washington, DC and at Philadelphia**

At Headquarters, Washington, DC and at the Philadelphia campus the Service Provider shall provide the COTR with a list of qualified personnel (and beeper and cell/regular phone numbers) to be called when emergency call back services are required. Emergency callback services are included in the base contract/basic services of this contract and thus the Service Provider will not be reimbursed for any callback services rendered. The site Security Office will receive and record the service calls in a verbal format that indicates the nature of the problem, service call priority, and location of the problem. For emergency services, the Security Office will call the on-call Service Provider contact person to report the problem. The Service Provider shall respond on-site to the emergency within two hours and shall work the emergency requirement until completion. The Service Provider shall fill out a Service Work Authorization Form to include a description of the emergency work or problem, date and time received, date and time responded to, location, and caller's name and telephone number for each call received. These forms shall be delivered to the Government's work management office by 8:00 AM the next regular Government work day. Hot/Cold, Urgent, or Routine calls will be recorded by the Security Officer and provided to the Government for issue to the Service Provider at the start of the next normal Government Working day unless directed otherwise by the COTR.

### **3.3.3 Service Call Classification, Response, and Completion**

The Government will classify all Service Calls. Service call response times and completion times are shown below and summarized in the associated Table.

#### **3.3.3.1 Emergency Service Calls**

Emergency Service Calls consist of correcting failures on equipment or structures which would immediately threaten personnel, property or the IRS local or national mission and may result in a work stoppage until the support service or repair work is successfully completed. Examples include, broken water pipes, electrical outages, HVAC outages on

critical equipment, clogged drains where sewage backup/overflow exists, oil or gas leaks, inoperable pumps, electrical hazards which may cause fire or shock, repairs to critical mechanical systems, roof leaks which creates an unsafe condition, security concerns such as locking and unlocking of locks and doors, etc. The Service Provider shall respond immediately and be on the job site and working within 10 minutes after receipt of an Emergency Service Call except after hours at Washington and Philadelphia where the Service Provider shall respond IAW paragraph 3.3.2.2.2 above. The Service Provider shall work continuously without interruption and shall correct or secure the emergency condition before departing the job site. All work on the service call shall be completed in two calendar days or less. However, if the situation is impacting IRS operations or is considered a safety hazard, the Service Provider shall work continuously without stopping until the repairs are successfully made and or there is no longer any impact on IRS operations or employees.

### **3.3.3.2 Hot/Cold Calls**

Hot/Cold calls consist of providing services to correct the temperature level at various locations throughout the facilities where Government employees report they are uncomfortable. The Service Provider shall respond and be on the job site and working within 30 minutes after receipt of a Hot/Cold Service Call and shall work continuously until completion of the job. The temperatures shall be maintained in accordance with paragraph 3.1.3 or as directed by the COTR. If the cause of the problem involves building systems or equipment failures that would extend the time required to correct the hot/cold situation, the Service Provider shall close the Hot/Cold Call and open a service call on the item of equipment that requires repair.

### **3.3.3.3 Urgent Service Calls**

Urgent Service Calls correct failures which do not immediately threaten personnel, property or missions; but which could soon inconvenience and/or affect the health of personnel, lead to property damage, increase the risk of equipment failure, or lead to disruptions in IRS operations. The Service Provider shall respond and be on the job site and working within 2 working hours after receipt of an Urgent Service Call when the call is received during regular working hours. At Washington and Philadelphia, the Service Provider shall respond on the next business day if the urgent service call is issued after normal work hours. Note: Urgent calls carried over to the following workday must be responded to within one hour of the start of the next workday. Once begun, the work shall be performed to completion and must be completed within 3 calendar days. Urgent Calls shall normally be accomplished during normal Government work hours as mentioned in paragraph 3.6. However performance may be required outside normal Government work hours as directed by the COTR at no additional cost to the Government.

### **3.3.3.4 Routine Service Calls**

Service Calls will be classified as Routine when the work does not qualify as an Emergency or Urgent call as directed by the COTR. Examples of Routine Service Calls include: loose baseboard trim, dripping faucets, broken locksets, floor tile, damaged wall, etc. The Service Provider shall contact the customer/agency reporting the need for service condition within two days of receipt of the routine service call. Routine Service Calls shall be completed within 5 calendar days.

### Service Call Response/Completion Requirements

Service Call Classification	Response/Completion
Emergency	Respond within 10 minutes of notification and work to completion or contain the emergency (Complete all work in 2 days). (At Washington and Philadelphia respond within 2 hours after normal work hours)
Hot/Cold	Respond within 30 minutes and alleviate the discomfort. (Work to completion)
Urgent	Respond within 2 hours of notification during normal work hours. (At Washington and Philadelphia respond next business day if received after normal workday). Complete all work within 3 days.
Routine	Respond to customer within two days of notification received. Complete work within 5 calendar days.

The Service Provider shall perform service calls in accordance with the above-mentioned requirements to ensure quality customer service and continuity of operations and/or to return equipment to operational service as soon as possible. If repairs cannot be accomplished within these time frames due to circumstances beyond the Service Providers control (COTR will determine this), a wavier may be granted by the COTR (on a case-by-case basis) once the Service Provider provides the following:

- A written explanation for the delay
- The estimated time for completion
- Evidence showing that the Service Provider has made every effort to comply with the contract service call time frames

#### **3.3.4 Service Calls with a cost Greater than \$2,500**

If the Service Provider responds to a Service Call and believes that cost of the required work is greater than \$2,500, the COTR shall be notified within 4 hours that the cost of the work will exceed \$2,500. No work shall be accomplished prior to COTR's approval. However, an Emergency Service Call shall be abated immediately regardless of the cost provided that the ACO is notified immediately or as soon as practicable. The COTR shall also be notified concurrently with the ACO. The Service Provider shall submit an invoice for all emergency work performed within 24 hours from the time of the incident. The work will be handled in accordance with (IAW) the provisions of additional work shown in paragraph 4. below.

#### **3.3.5 Materials and Equipment**

The Service Provider shall maintain sufficient materials, tools, and equipment to support Service Call work requirements. Lack of availability of materials, tools, or equipment shall not relieve the Service Provider from the requirement to complete Service Call work within the time limits specified above.

#### **3.3.6 Repair Standards**

The Service Provider shall comply with all acceptable industry standards and best practices and shall adhere to all regulations, directives, and instructions identified in Paragraph 8 and Technical Exhibit TE-9.

#### **3.3.7 Damages Caused by Weather Conditions or Vandalism**

The Service Provider shall not be responsible for costs associated with repairs on equipment damaged, which can be proven to be caused by Acts of God and/or acts of vandalism by Government employees

#### **3.3.8 Technical Assistance**

The Service Provider shall provide technical assistance, to answer technical questions, work with contractors and /or consultants on building related repair and/or construction projects, draw technical sketches, review technical drawings, start and stop building equipment, open and shut valves, and provide advice to Government representatives in all operation, maintenance, repair, and building or system upgrades relating to the buildings covered by this contract. Technical assistance will be requested in the form of a Service Call.

As part of the fixed-price included in the basic services of this requirement, the Service Provide shall move furniture and equipment in the immediate area of the worksite (s) if required to accomplish any services included in this contract. In addition, the furniture and/or equipment shall also be relocated back into the original location after work has been competed. All work shall be done with minimum interference to Government personnel and operations as approved by the COTR.

#### **3.3.9 Service Call Database**

The Government will maintain a Service Call database in the CMMS system. The Service Provider shall return the completed Service Call ticket to the COTR or Government work

order representative within 24 hours of completion of the service containing the following information:

- (1) Description of work Performed
- (2) Predominant Trade of work
- (3) Date and Time of Arrival at the Service Call site
- (4) Date and Time Service Call completed
- (5) Number of Labor Hours
- (6) Cost of Materials (purchase price)
- (7) Government customer Point of Contact (POC) name and phone number (if different from issued ticket)
- (8) Name and signature of Craftsman
- (9) Additional comments on work and equipment history record data
- (10) Warranty information
- (11) Equipment inventory ID number, if applicable.

The Service Provider shall be responsible to maintain the equipment history database for all repairs and PM's performed on each piece of building equipment on inventory. The Service Provider shall update all equipment history records in the CMMS database within 7 days after service calls repairs or PM activities have occurred.

The Service Provider shall maintain an up-to-date computerized service call repair log database for all service calls costing \$2,500 or less and a separate log for all repairs costing over \$2,500. These logs shall be available to the Government at all times.

### 3.4 Preventive Maintenance (PM) and Certification

The Service Provider shall schedule, perform, and document all required PM and equipment certifications. The Service Provider shall provide a comprehensive Preventive Maintenance Program with their proposal covering all equipment and systems to be maintained as part of this contract.. The program shall include but is not limited to all of the requirements of the PWS under 3.4.

#### 3.4.1 Preventive Maintenance

PM consists primarily of inspection, cleaning, lubrication, adjustment, calibration, corrosion control, touch-up painting, and minor part/component replacement (e.g. filters, belts, hoses, fluids, hardware) as required to increase the reliability of equipment by minimizing malfunction, breakdown, and deterioration of equipment; and the identifying of any repairs required to bring the equipment up to the manufacturer's operating standards. Preventive maintenance checklists presented in Technical Exhibit TE-4 (IRS checklists-based on General Services Administration [GSA] Preventive maintenance standards) shall be the **minimum acceptable** preventive maintenance performed by the Service Provider. In the absence of an IRS/GSA checklist being available for a particular piece of equipment or system, the Service Provider shall develop guide cards/checklists based on the manufacturer's documented preventive maintenance standards. The Service Provider's guide cards shall be included with their Preventive Maintenance Program in their initial proposal. The manufacturer's published preventive maintenance standards

shall be provided by the Service Provider with all Service Provider developed guide cards/checklists.

### **3.4.2 Preventive Maintenance Performance and Scheduling.**

A. The Service Provider shall perform all PM services required to effectively maintain all building equipment and systems in accordance with the standards mentioned in 3.4.1. The following Technical Exhibits list equipment, by building, to be maintained at the six (6) IRS sites listed in paragraph 2.1: TE-5-CA, TE-5-HQ, TE-5-KY, TE-5-PA, TE-5-TX, and TE-5-UT. The Service Provider shall use the PM scheduling module of the CMMS at each site for managing and documenting all PM program accomplishments. The Service Provider will be able to review the existing schedule and equipment inventory loaded in the CMMS during the Phase-in period. The Service Provider shall ensure that the CMMS system equipment inventory for each site accurately reflects all equipment identified in the PWS and shall make the changes in the CMMS equipment inventory as necessary. The Service Provider shall provide a new up-to-date CMMS PM schedule based on current contract requirements during the phase-in period. Once the inventory and schedule are approved by the COTR, the Service Provider shall input the new schedule into the CMMS system during the remaining phase-in period and produce PM work orders in accordance with the approved schedule. All changes to the CMMS database shall be approved (in writing) in advance by the COTR before the Service Provider makes adjustments to it

Subsequently, the Service Provider shall review the PM schedule and equipment inventory on an annual basis and make appropriate adjustments to the schedule and CMMS database accordingly.

B. The Service Provider shall prepare a separate PM schedule for all building equipment that requires a substantial outage of building systems before PM can be performed. The schedule shall include all equipment such as switchgear, HVAC, Rotating Uninterrupted Power Supply (RUPS), etc. that can only be accomplished with a substantial outage that will shut down IRS operations. This schedule shall be submitted for approval at the same time as the scheduled mentioned above in 3.4.2.A. The PM for this equipment shall be scheduled and accomplished as approved by the COTR during two (2) Holiday and or weekend outages with a duration of 16 hours each or 32 hours annually.

C. It is the Service Provider's responsibility to maintain all of the building's equipment/systems as listed in TE-2 and TE-5. Therefore, in the absence of a specific IRS PM guide/checklist being available for certain equipment in these TE's, the Service Provider shall perform preventive maintenance in accordance with the manufacturer's recommendations. The Service Provider shall, develop and submit a written proposed PM guide card to the COTR for approval within seven (7) calendar days after the discovery that IRS PM guides/checklists are not available for certain equipment to be maintained. These PM guide(s) must be in the same format as the IRS guides and include the same type of information regarding a description of work to be done, amount of time required to perform the work, and the frequency at which the work must be performed.

D. If the Service Provider believes that any IRS provided PM guide/checklist included in this contract provides a lower quantity and or quality of PM than is required

by the equipment manufacturer the Service Provider may develop and submit revised guides to the COTR for review and approval. These guide(s) must be in the same format as the IRS guides and include the same type of information regarding a description of work to be done, amount of time required to perform the work, and the frequency at which the work must be performed. Pending disposition of the revised guide(s) by the COTR, the Service Provider shall diligently complete all required PM as currently specified in this contract. The final determination as to which guide is to be used on a particular piece of equipment and or system rests solely with the COTR.

### **3.4.3 Changes in Equipment Inventory**

The Service Provider shall maintain and update the building equipment data in the CMMS. Any equipment installed or removed from any building shall be entered into the CMMS database system within 7 calendar days following the installation/removal. The Service Provider shall notify the Government via email in advance of all changes for Government concurrence before any changes are made.

### **3.4.4 PM Documentation**

After PM work is completed, the Service Provider shall document the results of such PM on the PM work order. The Service Provider shall maintain a hard copy of each completed PM work order in an orderly filing system for the duration of the contract and one copy of each work order shall be provided to the COTR. Defects or deficiencies identified by the Service Provider during PM activities that may result in risk to persons or property shall be reported to the COTR immediately. Other defects or deficiencies identified during performance of the PM shall be reported to the COTR on the daily equipment condition report for subsequent issuance of a service call for correction of the defects or deficiencies. The Service Provider shall input actual results of the PM into CMMS within 7 workdays of actual completion. The following information shall be entered on the PM work order form and input into the CMMS by the Service Provider:

- (1) Date of PM work completed
- (2) Actual man-hours expended
- (3) Employee ID that performed the PM
- (4) List of materials used for PM inspection
- (5) Cost estimate of materials used
- (6) List of defects or deficiencies noted during PM and corrected
- (7) List of defects not corrected
- (8) Service Order is required to correct deficiencies not corrected during PM (YES / NO)
- (9) Working estimate of man-hours and materials needed to correct defect or deficiency
- (10) Equipment ID number (for equipment history records)

### **3.4.5 Maintenance Control Equipment (MCE) ID Numbers**

Within the first completed cycle of the initial PM schedule, the Service Provider shall update all the MCE ID's in the CMMS and affix a permanent MCE ID label (labels shall be approved by the COTR) that contains the MCE ID on each piece of building equipment separately inventoried.

#### **3.4.6 Certification Inspection and Testing**

Certification testing of fired and unfired pressure vessels, high voltage switch gear, grounding systems, fire detection and suppression systems, backflow preventers, and weight handling equipment shall be conducted such that all equipment certification is current. All certification testing shall be accomplished by an independent testing firm not affiliated with the Service Provider at no additional cost to the Government.

#### **3.4.7 Certification Test Schedules**

The Service Provider shall schedule certification testing such that all equipment or facilities remain in certification. All certifications required less frequently than annually (i.e., every two years, every three years, every 5 years, etc.) shall be scheduled and performed initially during the initial year of the contract. The Service Provider may request to delay the initial performance into option years by developing and submitting to the COTR for acceptance, specific justification for the delay and a detailed schedule for all performance years. Any deviation from performing the certifications in the initial year requires written approval from the COTR. The Service Provider shall submit a schedule of all certifications to be accomplished to the COTR for approval during the phase-in period. The COTR will review and accept or reject the submitted plan within 30 days. Once approved, the Service Provider shall input the schedule into the CMMS for implementation.

#### **3.4.8 Infrared Testing**

The Service Provider shall perform a thermographic (infrared) scan and provide a written report of all the equipment pertaining to the PM checklists as identified TE-10. The report shall be provided both electronically and in hard, contain an analysis of any problem areas, and recommended corrections/repairs needed. This report shall be submitted monthly by the 10<sup>th</sup> calendar day of the month for all equipment scanned the previous month. The Service Provider shall include the infrared testing in the PM schedule as required in paragraph 3.4.2 above.

### **3.5 Personnel Requirements**

The Service Provider shall provide adequate numbers of qualified personnel to assure satisfactory performance of the services required by this contract. The minimum acceptable personnel qualifications for the positions are shown below in 3.5. The Service Provider shall adhere to any special certification, licenses, or training requirements required by Federal, State or Local Jurisdictions. However, the COTR may waive the minimum requirements stated herein as deemed necessary. The Service Provider's proposal shall include position descriptions (PD) and qualifications standards that shall be used in hiring all personnel to be employed as a result of this contract. The proposal shall include a specific PD and specific minimum qualifications criteria to be used in hiring personnel for each position to be included in this contract. The criteria shall include but is not limited to the following: the minimum number of years of relevant experience (performing similar work at facilities with similar complexity in equipment and building operations as proposed under this contract); specific type of experience required for each type of position, certifications for each type of position,



education/training for each type of position, etc...During the first 15 days of the phase-in period, the Service Provider shall provide resumes that are in compliance with minimum qualifications and position descriptions criteria submitted in their original proposal. The ACO/COTR will review the resumes for compliance with the Service Provider's proposal. The Government may request additional candidates and resumes for replacement of any personnel resumes submitted that the Government deems to be non-compliant with the Service Provider's proposal. In general, if the Government makes a request for additional candidates/resumes, it will be within 30 days of receipt of the Service Providers resumes. In addition, the Service Provider shall provide resumes for any replacement personnel assigned to this contract so the ACO/COTR can review then for compliance as well. All replacement personnel shall meet or exceed all of the original personnel qualifications and experience criteria in the Service Provider's proposal.

### **3.5.1 On-Site Project Manager**

The Service Provider shall provide an on-site project manager dedicated to this contract at each of the work locations. The Project Manager shall be available on-site from 7:30 AM to 4:00 PM, Monday-Friday and at any other times required to effectively manage all contract work. During normal Government working hours, the Project Manager shall respond to questions from the COTR within 30 minutes of the request. The Service Provider shall, in writing to the COTR, designate another on-site person to act for the Project Manager during any temporary absence of the Project Manager. As a minimum, project managers shall possess at least four (4 ) years of recent experience (within the past 7 years) as a first line supervisor in directing personnel responsible for accomplishment of similar operations, maintenance, and repair work of equal or greater complexity. Experience shall be in buildings of at least the similar size and characteristics of the building(s) to be operated and maintained. This includes but is not limited to experience in accomplishing Preventive maintenance management and repairs to the following types of systems with similar rated capacities: Rotating Uninterruptible Power Supply (RUPS) systems, large chiller plants, low pressure boilers, computerized fire alarm systems, emergency generators, high voltage switchgear, computerized CMMS systems, and computerized building automation systems. The beeper or cell phone shall enable Government personnel to be able to contact the project manager 24 hours per day, 365 days per year.

### **3.5.2 On-Site Shift Supervisors**

Shift Supervisors shall be journeyman level personnel deemed as a working supervisor on shifts not worked by the Project Manger. The Shift Supervisors shall be responsible to make all critical decisions for contract operations in the absence of the Project Manager.

### **3.5.3 Electricians**

The Service Provider shall provide, at each site, a minimum of one full-time, on-site, electrician with the following experience and qualifications. The electrician shall be available on-site from 7:30 AM to 4:00 PM, Monday-Friday and at any other times required to effectively accomplish all contract work. Electricians shall have a journeyman commercial/industrial license issued by a State or other accredited board. Electricians performing service provider work shall have at least four (4) years experience at the journeyman level experience obtained within the past seven (7) years in

the field of inspection, testing, troubleshooting, repairing, operating, and performing preventive maintenance on complex electrical power distribution systems. All certification testing of electrical power distribution equipment shall be performed by journeyman electricians who are accredited by the National Electrical Testing Association (NETA) or equivalent. All certification testing of switchgear and breakers shall be performed by an independent bonded testing firm specializing in this type of work.

#### **3.5.4 HVAC Mechanic**

HVAC mechanics performing service provider work shall have at least four (4) years of journeyman level experience obtained within the past seven (7) years in a trade or occupation in maintenance, repair and operation of buildings such as: air conditioning equipment mechanic, refrigeration equipment mechanic, HVAC control systems mechanic, etc. These qualification standards apply to both initial and replacement maintenance mechanics. Personnel engaged in the maintenance, servicing, and repair of refrigerant-containing equipment/systems shall be trained and certified by an Environmental Protection Agency (EPA)-approved source in the proper handling, recovery, recycling of CFC refrigerants.

#### **3.5.5 Maintenance Mechanic**

Mechanics shall have four (4) years of experience obtained within the past seven (7) years in a trade or occupation in maintenance, repair, and operation of complex buildings equipment and systems such as performed by a stationary engineer, air conditioning equipment mechanic, maintenance electrician, and/ or maintenance plumber/pipefitter. The experience shall have included journeyman level experience in at least two of the following trades/activities and relevant knowledge of the remaining trade activities.

- Operating/adjusting building HVAC systems for efficiency and comfort,
- Maintaining/trouble shooting/repairing the following systems/equipment:
  - Chillers and chilled water systems,
  - Building HVAC equipment
  - Boilers and hot water heating systems,
  - Domestic water and plumbing systems,
  - Electrical systems including lighting, motors, starters, contactors, etc.

#### **3.5.6 Specialized Equipment Maintenance**

The Service Provider shall utilize the manufacturer, manufacturer certified service firm, or representatives/specialists who are factory-trained certified technicians to accomplish all scheduled and unscheduled preventive maintenance and repair services on the systems noted below. If the Service Provider chooses not to use the manufacturer, or manufacturer certified service firms to perform the work, the Service Provider shall provide to COTR, at the start of the phase-in period, certification(s) by the manufacturer, on manufacturer's letterhead, signed by the appropriate company official, that certain (listed by name) Service Provider employee(s) have been trained and certified by the manufacturer to maintain and/or service the equipment for which they will work on. Certifications shall have been within the past three years. Systems requiring specialized maintenance are as follows:

**SYSTEM:**

- (1) Fire Alarm Systems
- (2) Emergency diesel engine driven generators (annual PM and repairs)
- (3) UPS and RUPS Systems including paralleling switch-gear
- (4) Building Automation System

**3.6 On-Site Hours of Operation**

The following table identifies normal Government business hours, on-site staffing requirements, and building operations requirements at each site.

	Austin TX	Covington KY	Fresno CA	Ogden UT	Washington HQ, DC	Philadelphia PA
Normal Government Work Hours	24 hours per day year round	24 hours per day year round	24 hours per day year round	24 hours per day year round	6 AM to 6 PM Monday-Friday	6 AM to 6 PM Monday-Friday
Facility Operating Hours	24 hours per day year round	24 hours per day year round	24 hours per day year round	24 hours per day year round	6 AM to 6 PM Monday-Friday	6 AM to 6 PM Monday – Friday
On-Site Staffing Hours	24 hours/day, 365 days per year	24 hours/day, 365 days per year	24 hours/day, 365 days per year	24 hours/day, 365 days per year	6 AM to 6 PM Monday - Friday	6 AM to 6 PM Monday - Friday

The Service Provider shall be responsible to provide a minimum of one journeyman level employee to on each shift to perform scheduled and unscheduled maintenance, equipment and building repairs, HVAC equipment operations, service calls, equipment checks, and emergency services as necessary 24 hours per day, 7 days per week, 365 days per year.

Personnel responsible for the operation of the heating, ventilation and air conditioning systems at Washington and Philadelphia may be required to be available at earlier or later times than the above-mentioned specified times to start up and shut down of HVAC equipment in accordance with the Building Operating Plans to ensure that all buildings are within temperature guidelines during normal Government work hours, or at times when requests for additional services are granted. The Service Provider shall also be responsible for preventing freeze damage to the building and its equipment whenever the outside temperature is 32 degrees Fahrenheit or lower.

**3.7 Training Requirements**

The Service Provider shall conduct the following training for Service Provider personnel at the frequency indicated. Documentation of required training shall be made available to the Government upon request.

### **3.7.1 Safety Training**

The Service Provider shall conduct quarterly safety meetings with Service Provider employees to ensure compliance with all safety rules, directives and regulations. Training guidelines and some instructional materials for this requirement are available on loan from the Government at no cost.

### **3.7.2 Lockout/Tagout Training**

The Service Provider shall ensure all personnel performing lockout/tagout (LO/TO) of energy sources, such as electricians and HVAC mechanics are fully trained and the procedures for lockout/tagout are in accordance with 29 CFR 1910.147. Required training shall consist of initial training and biennial refresher training. Documented procedures for LO/TO must be adhered to.

### **3.7.3 Respiratory Protection Training**

The Service Provider shall develop and maintain a respiratory protection program in accordance with 29 CFR 1910.134.

### **3.7.4 Sexual Harassment and Equal Employment Opportunity Training**

All Service Provider personnel shall receive specific training on prevention of sexual harassment and Federal equal opportunity regulations and laws for the work place on an annual basis. The COTR shall be made aware of the training schedule in advance of this training taking place and attendance/curriculum records shall be maintained and made available to the COTR upon request.

## **3.8 Safety**

### **3.8.1 Occupational Health and Safety (OSH) Program**

All work shall be conducted in a safe manner in accordance with Occupational Health and Safety (OSH) regulations 29 CFR 1910 and 29 CFR 1926. The Service Provider employees shall wear the required Personal Protective Equipment (PPE), including, but not limited to, safety shoes, and head, ear, and eye protection when and where required. It is the Service Provider's responsibility to provide employees with PPE and to replace worn or defective equipment as required by Federal and State Occupational Health Agency (OSHA) standards.

### **3.8.2 OSH Inspections**

The Service Provider's workspace will be inspected periodically by the IRS Safety Officer and/or Federal or State Inspectors for OSHA violations. Abatement of violations shall be the responsibility of the Service Provider and/or the Government as determined by the ACO with input from the COTR. The Service Provider shall provide assistance by escorting and cooperating with Federal or State OSHA inspectors if a complaint is filed. The Service Provider shall pay any fines levied on the Service Provider by Federal or State OSHA Offices.

## **3.9 Security**

### **3.9.1 Site Access and Clearances**

The site-specific security directives are available from the COTR

### **3.9.1.1 Full Time and Frequent On-Site Access**

All Full Time Service Provider personnel and subcontract personnel who frequently require access to the facility may be capable of being issued “staff-like access” by the Government for unescorted access into the facility. The Government will provide all forms, take fingerprints, and process the security investigations. All Service Provider personnel (including subcontract personnel) shall submit documentation to the COTR in accordance with IRM Handbook 1.23.2, Section 2, before Chapter 2 “Security Investigations”. Subcontract personnel requiring access for extended periods (more than 30 days) more than one time per year shall be required to obtain “staff-like access” as determined by the COTR. When the security investigation is completed and no derogatory or adverse information is cited, the IRS Security office will provide “staff-like access” and allow the individual un-escorted access to the facility. If the security investigation of a Service Provider employee identifies derogatory or adverse information resulting in a decision to not grant “staff like access”, that person shall not be allowed access to IRS facilities. When access by a Service Provider or subService Provider person is scheduled or predicted, the Service Provider shall submit documentation for the security investigation a minimum of 21 calendar days in advance of the anticipated employee reporting date to allow the issuance of “staff-like access”. During the period following submission of the security investigation documentation and determination of the unescorted access, such Service Provider personnel shall be signed into the facility by Government personnel and escorted during their stay in the facility by Service Provider personnel with approved staff-like access.

### **3.9.1.2 In-frequent and Intermittent Access**

All Service Provider personnel or subService Providers that require access for a one-time event such as a specialty repair or company staff visit shall be authorized by the COTR, signed in by the Government, and shall be escorted throughout their stay in the facility by personnel with approved staff-like access. The Service Provider is encouraged to limit the number of personnel requiring escort. The COTR shall be notified in advance when Service Provider or subcontract personnel require escorted access.

### **3.9.2 Badges**

The Government will issue access badges to all Service Provider personnel that are granted “Staff-like access.” Service Provider personnel shall ensure that their badges are visibly displayed on their person at all times while in IRS facilities. In no event, shall the Service Provider employee take their badge off-site. The badges shall be signed for when reporting for work and returned at the end of each day at the security desk before leaving the premises. All local Security procedures shall be followed at all times unless approved in writing in advance by the COTR. The ATO is excluded from this requirement.

### **3.9.3 Facility Security**

The Service Provider shall abide by all facility security provisions identified in the site security directives. The Service Provider is cautioned that some specific controlled access to high security areas such as executive areas and information technology areas within

each facility will require a Government escort while performing work at those types of locations. The site-specific security directives are available in the technical library.

### **3.10 Environmental Requirements**

#### **3.10.1 Hazardous Waste Management**

The Service Provider shall conduct all operations in a manner that reduces or eliminates the generation of waste; and shall reuse, reclaim, or recycle material to the maximum extent possible; and shall manage and dispose of hazardous waste in accordance with specific State Regulations and current EPA guidance. Hazardous wastes are solid wastes that meet the definition of a hazardous waste in 40 CFR 261. These may include, but are not limited to, PCBs (primarily in light ballasts); lead and lead-contaminated debris; solvents and solvent-contaminated rags; spent lithium, mercury and alkaline batteries; and fluorescent light bulbs.

##### **3.10.1.1 Less-than-30-Day Accumulation Site**

The Service Provider shall not store hazardous waste on site any longer than 30 days. There is currently one hazardous waste storage site at each location as identified in the Government Furnished Facilities. Hazardous wastes generated by the performance of this contract shall accumulate in limited quantity at the site for up to 30 days until the waste can be picked up by a Service Provider qualified to dispose of hazardous waste. The Service Provider shall designate a Site Manager who shall inspect the Accumulation Site, at least weekly, to ensure all requirements of the Hazardous Waste Management Plan are being met.

##### **3.10.1.2 Hazardous Waste Disposal**

Waste that is generated by the Service Provider in performance of this contract shall be picked up from the designated storage site(s) and transported to disposal facilities and discarded in accordance with all applicable Local, State, and Federal laws. This waste shall be disposed at the Service Provider's expense. Documentation showing the date, commercial firm performing the disposal and method of disposal shall be maintained a minimum of five years and made available to the Government upon request.

##### **3.10.1.3 Spill Reporting**

The Service Provider shall notify the COTR immediately when any amount of hazardous material or waste is released to the environment and/or if a spill should occur.

#### **3.10.2 Environmental Inspections**

The Service Provider's workspace may be periodically inspected by Federal or State environmental inspectors for EPA. Abatement of violations shall be the responsibility of the Service Provider or the Government as determined by the Contracting Officer based on documentation and evidence presented by both parties. The Service Provider shall provide assistance to the Safety Department escort and the Federal or State inspectors if a complaint is filed. The Service Provider shall promptly pay any fines levied on the Service Provider by Federal or State Offices that are due to environmental protection violations without reimbursement from the Government. The Service Provider may be held personally liable for any violations in this area.

### **3.10.3 General Trash**

The Government will provide general trash removal services. General trash wastes are non-hazardous, non-controlled wastes and cannot be recycled. Examples of general trash wastes include food wastes and small amounts of petroleum products, paper, or greases on rags. These wastes can be disposed of in the general trash dumpsters. In case of bulk trash such as construction debris, the COTR shall be notified for proper disposal.

### **3.10.4 Recyclables**

The Service Provider shall recycle their own consumables used such as high-grade white paper, aluminum cans, junk mail, cardboard, plastic, glass bottles, tin cans, toner cartridges, and newspapers in accordance with existing site practices.

### **3.10.5 Air Emissions**

The air emission standards in the performance of work are described below.

#### **3.10.5.1 Refrigerants**

The Service Provider shall follow all regulations and practices for service methods, technician, systems, and recovery equipment certification, disposal of equipment and appliances, and record keeping in accordance with 40 CFR Part 82. The referenced regulation is available in the on-site Government reference library or at [http://www.access.gpo/nara/waisidx\\_03/40cfr82\\_03.html](http://www.access.gpo/nara/waisidx_03/40cfr82_03.html).

##### **3.10.5.1.1 Inventory of Refrigerants**

The Service Provider shall develop a Refrigerant Management Plan for this contract in accordance with GSA and/or Federal regulations for the review and approval of the COTR (within the phase in period). The Service Provider shall use the Refrigerant Compliance Manager (RCM) (EPA-compliant software program or COTR approved equivalent) for data management of refrigerant usage and tracking. The Service Provider shall update and maintain RCM concurrent with any Service Call and/or preventive maintenance performed on refrigeration systems. The Service Provider shall produce any records or documentation for Government or EPA inspectors as required to validate EPA compliance. The Service Provider shall enter data into the database any time:

- (1) a leak is detected,
- (2) 30 day verification inspection is performed indicating refrigerant is not leaking,
- (3) refrigerant is added or,
- (4) refrigerant is removed.

##### **3.10.5.1.2 Reclamation of Refrigerants**

The Service Provider shall use certified evacuation and recovery equipment in the reclamation of refrigerants. Refrigeration equipment turned in for disposal shall be completely emptied of refrigerants and labeled in accordance with State and EPA regulations. Proper documentation shall be maintained for each piece of refrigeration equipment prepared for disposal.

### **3.10.5.1.3 Accountability for Refrigerants**

The Service Provider shall account for all refrigerants used. Audits of on-hand refrigerants and RCM shall be periodically conducted by the Government to verify that all refrigerants can be properly accounted for. The COTR shall be immediately notified when refrigerants have been released to the environment or cannot be accounted for by the Service Provider. The accountability records of refrigerants shall be provided to the COTR at contract close out.

### **3.10.6 Hazardous Materials Management**

#### **3.10.6.1 Emergency Planning and Community Right-to-Know Act (EPCRA)**

The Service Provider shall maintain records of all hazardous materials brought onsite IAW 40 CFR Part 370. The supporting records shall be maintained for a period of five years for auditing purposes. These records shall include a Material Safety Data Sheet (MSDS) for each hazardous material as well as the following information:

- (1) Maximum amount of the material onsite on any one day of the year.
- (2) Average amount of the material stored onsite.
- (3) Quantity of material used during the calendar year.
- (4) Type of container used to store the hazardous material.
- (5) Storage location of the hazardous material.

#### **3.10.6.2 Hazardous Materials Storage**

The Service Provider shall store hazardous materials in accordance with guidance contained in 40 CFR Parts 260-270. The Service Provider shall limit quantity of hazardous materials to a 30-day supply only required amounts of hazardous materials for Work Orders. Flammable lockers shall be used for storage. Containers of hazardous materials shall be tightly sealed when not in use. Housekeeping shall be strictly enforced. Storage areas and lockers shall be maintained in a neat and orderly manner.

### **3.10.7 Environmental Compliance**

The Service Provider shall comply with all applicable Federal, State, and local environmental regulations and permits. Copies of all environmental permits are contained in the technical library.

### **3.10.8 Asbestos Containing Materials (ACM)**

The building(s) covered by this contract may have asbestos-containing material (ACM). All known ACM locations in the buildings are listed in the comprehensive Asbestos Inspection Reports available from each building manager. The requirements of this paragraph shall also apply to any other asbestos containing material discovered during the term of this contract. Any suspected ACM found during the course of this contract shall be immediately reported to the COTR. Any repair or removal of asbestos-containing material shall follow OSHA, state, and EPA regulations.

#### **3.10.8.1 Repairs Where ACM is Present**

The Service Provider is not responsible for asbestos removal or abatement work for the sole purpose of asbestos removal or abatement but, if a repair requires that ACM be removed to obtain access to the work, the Service Provider shall remove the asbestos. The Service



Provider shall immediately notify the COTR of the situation in order to get his/her approval to remove the ACM; the Service Provider shall not remove any ACM prior to approval of the COTR unless it is an emergency risking severe loss of property or the safety of IRS employees. The repair task shall be performed in two distinct phases: first, remove the asbestos in accordance with EPA and OSHA regulations and second, perform the original task. The repair task shall not be started until the interfering asbestos material has been properly removed.

#### **3.10.8.2 ACM Removal Standards**

The Service Provider shall be responsible for the removal or abatement of all asbestos-containing materials, such as sediment dust, sprayed on applications or insulation, which are encountered, and are incidental to the performance of repairs of a particular piece of equipment (as part of the basic services portion of this contract). This removal or abatement shall include the acquisition of all required permits (and payment of fees), as well as all protective procedures, air and bulk sampling, isolating the work area(s), protective clothing, asbestos training and certification, record keeping etc. All asbestos materials removed during the course of the maintenance or repair work shall be disposed of in accordance with EPA regulations and shall be replaced with non-asbestos materials of equal insulating and fire retardant properties (i.e., pipe lagging).

#### **3.10.8.3 ACM Removal Documentation**

All asbestos removed shall be properly documented and records kept in a permanent file. Asbestos records shall be made available to the COTR/Asbestos Program Manager (APM) upon request. Upon final expiration/termination of the contract, all records will be turned over to the COTR/Asbestos Program Manager.

#### **3.10.8.4 Coordination and Reporting**

The Service Provider shall coordinate, in advance, all repair work in areas where ACM is present with the Government Asbestos Program Manager (APM) and COTR. ACM's shall not knowingly be disturbed by the Service Provider without the approval of the APM and or COTR. Any damage/deterioration to the existing ACM shall be immediately reported to the APM and or COTR for assessment and determination of need for repair.

### **3.11 Phase-in and Phase Out**

#### **3.11.1 Phase-In Planning/Staffing**

The Service Provider shall submit a phase-in plan with their proposal that is in sufficient detail to identify all phase-in actions, documentation, and staffing proposed to prepare the workforce to assume full operations on the first full operational performance day of contract performance. During the 146 calendar day period prior to the start of full operational performance, the following Service Provider's personnel, as identified in the proposal, shall be on-site at each building location to observe all operations pertinent to the contract requirements for the minimum time shown below to include office functions, procedures, and operations, repair/maintenance operations, and any other operations as deemed necessary by the Service Provider, that will enable Service Provider personnel to become both knowledgeable in, and familiar with, their assigned areas of responsibility. The following positions shall be filled and the individuals shall be on-site prior to the contract start date as follows:

<b>Person Performing The Function Of</b>	<b>Calendar Days Prior to Full Operational Start (Days)</b>
Project Manager	60
CMMS Administrator	60
Supervisors (foreman level)	30
Electrician	30
HVAC Mechanic	30
Maintenance Mechanic	14

During the Phase-In Period, the Service Provider shall become familiar with the Government furnished CMMS. The Service Provider shall train their personnel on the CMMS and perform any set up of the system hardware, data entry, or software/programming for a completely functional system capable of meeting preventive maintenance, service calls, and all other related contract requirements before the full operational start date. This system shall be inspected during the initial on-site joint existing deficiency inspection and all deficiencies shall be jointly identified. Repairs and corrective actions shall be handled in accordance with the procedures outlined below for all other repairs identified as part of the existing deficiency report. All deficiencies on this system that are identified shall be completed in an urgent manner within 30 days of the prior to full operational start date.

### **3.11.2 Existing Deficiencies Inspection**

The purpose of this inspection shall be to discover and list all existing conditions that may exist in the equipment and systems covered by this contract prior to contract start date. A deficiency is defined as any condition, excluding PM (all PM is covered in the basic services part of this contract) that requires repairs costing more than \$500, including materials and labor (up to the order limitation of \$500,000). The Service Provider shall be reimbursed for all costs over \$500 per individual repair task. If, during the course of the inspection process, a condition is observed that the Service Provider contends is a deficiency but the Government contends is not a deficiency, the Contracting Officer will make the final decision after both sides have presented sufficient detailed information. Any disputed deficiency shall be identified in the report. The Government reserves the right to issue service calls as part of the Basic Services for the correction of any existing condition with a cost of less than \$500 in labor and materials.

#### **3.11.2.1 Inspection Process**

The Service Provider or his designee(s) and the IRS ACO/COTR shall together make a complete and systematic initial inspection of all buildings and systems to be maintained under the terms of this contract on a mutually agreeable date during the first 10 calendar days of the phase-in period. This inspection will include but is not limited to all mechanical, electrical, plumbing, and utility systems and equipment, windows, doors and

any other system or structural features requiring maintenance and repair under the requirements of this contract. In addition, all Government-furnished spaces, equipment and mechanical rooms will be jointly inspected and video taped by the Government to document the status of these areas.

#### **3.11.2.2 Equipment Disassembly/Reassembly for Inspection Purposes**

If, during the inspection, the Service Provider wishes to disassemble a piece of equipment in order to inspect its internal condition, the COTR shall be notified and arrangements made in order to accommodate the Service Provider. Any such internal inspection of equipment items or systems shall be accomplished solely at the Service Provider's expense. If, during the disassembly or re-assembly of such an equipment item or system, any damage is done to the equipment, system, or auxiliary equipment/piping/controls/etc., such damage shall be repaired at the Service Provider's expense and the item or system returned to its pre-disassembly condition. If any deficiencies are noted during the performance of such an internal inspection, the deficiencies shall be appropriately noted on the inspection report and the equipment item reassembled to its pre-disassembly condition at the Service Provider's expense.

#### **3.11.3 Inspection Documentation**

The Service Provider or his/her designee(s) and the COTR shall prepare an Existing Deficiency Report jointly while the inspection is being conducted. The Service Provider shall be responsible for providing the COTR with a final signed report in a format approved by the COTR. The final report shall list all deficiencies noted during the joint inspection. Each individual deficiency shall be listed separately with an associated estimated cost to abate each deficiency. Each deficiency line item completed shall be initialed by the aforesaid representatives of both parties and each party shall retain one executed copy.

During the first 45 calendar days of the phase-in period, the Service Provider shall prepare and submit to the COTR a copy of the Existing Deficiency Report with an attached listing of the repairs needed to correct each deficiency. The list shall include the Service Provider's estimated price, (including, but not limited to, labor, materials, and/or subcontract costs), for correcting each deficiency. However, the COTR may require the Service Provider to provide individual cost proposals on repairs that are deemed by the COTR to be urgent in nature within 24 hours of completion of the joint inspection. All prices shall remain firm for a period of 90 calendar days after submission.

#### **3.11.4 Correction of Deficiencies**

The Government will order corrections of deficiencies estimated to cost over \$500 per individual repair as additional work as described in Additional Services (Paragraph 4.1.2). The Government may elect to have any or all of this work performed by this Service Provider at the price quoted as IDIQ task orders or by other Service Providers and or other means. The Service Provider shall provide a monthly update report to the COTR on the status of all cited deficiencies.

#### **3.11.5 Responsibility for Normal Operations and Maintenance**

The Service Provider shall assume full responsibility for normal operations and maintenance of all building systems and equipment whether they are included on the

deficiency report or not at the beginning of the base performance period. The Service Provider shall immediately bring to the attention of the COTR during the joint inspection any systems or equipment that are considered inoperable and thus it is deemed impossible to provide normal operations and maintenance on such systems and/or equipment. Subsequently, when the Government has corrected an inoperable deficiency listed in the Existing Deficiency Report, the Service Provider shall assume full responsibility of the equipment. Any and all deficiencies that are discovered after the contract start date shall be assumed to be conditions that developed after the contract start date and, therefore, shall not be deemed a "pre-existing" condition and thus the Service Provider shall be responsible for all such repairs in accordance with this statement of work. Nothing in this Existing Deficiency requirement shall be construed as diminishing the obligations imposed by this contract upon the Service Provider to operate any deficient item, to the maximum extent operable, or to maintain any such item until such time as the Government corrects the deficiency

### **3.11.6 Contract Start**

The Service Provider shall assume full responsibility for normal operations and maintenance of all building systems and equipment at the beginning of the base performance period; hence, the Service Provider shall provide a work force that is fully qualified and capable of performing all work required under this contract at this time

### **3.11.7 Phase-Out**

During the 60 calendar day period immediately prior to the end of the contract (if the Service Provider is not awarded the subsequent contract for this service), the Service Provider shall permit the successor Service Provider and the successor Service Provider's employees to observe and become familiar with any and all operations under the contract. The Service Provider shall prepare and submit to the COTR any changes to the Phase-out plan submitted as part of the original proposal. The Service Provider shall not defer any needed repairs or maintenance for the purpose of transferring responsibility to the successor Service Provider. The Service Provider shall fully cooperate with the successor Service Provider and the Government so as not to interfere with their work or duties.

#### **3.11.7.1 Contract Close-out Inspection**

On a date not later than sixty (60) calendar days prior to the expiration of the contract, the COTR and the Service Provider shall make a complete and systematic joint inspection of the Service Provider's areas, Government furnished equipment, mechanical rooms, and building systems and equipment covered by this contract. The COTR and the Service Provider shall identify all deficiencies other than normal wear and tear that needs to be corrected by the Service Provider before the expiration of this contract. The Service Provider shall ensure that these areas/equipment/mechanical rooms are in a condition equal to or better than when the Service Provider began this contract. .

#### **3.11.7.2 Inspection Documentation**

The Service Provider shall submit a copy of the final inspection report (signed by both parties) with attachments listing all required repairs to be completed by the Service Provider not less than 30 calendar days before the expiration of the final contract period .

However, the COTR may require the Service Provider to make certain repairs immediately on items that are deemed by the ACO/COTR to be urgent in nature.

#### **3.11.7.3 Deficiency Correction**

The Service Provider shall correct all of the cited deficiencies noted in the Close-out Report before the expiration of this contract. Final payment to the Service Provider may be withheld until all cited deficiencies are corrected.

### **3.12 Quality Control Plan (QCP)**

The Service Provider shall establish a Quality Control Plan (QCP) to assure that all contract requirements are satisfied as specified. As part of the proposal to the solicitation, the Service Provider shall submit a copy of their QCP plan. The QCP shall be a plan for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the Government quality assurance inspectors point out the deficiencies. This QCP is of paramount importance.

#### **3.12.1 Inspection System**

The Service Provider shall maintain an up-to-date QCP throughout the term of this contract that is acceptable to the COTR. The program shall include but is not limited to an inspection system which is tailored to the specific buildings and equipment covered under the terms of this contract and which covers all services specified. The Service Provider shall devise a monthly inspection schedule and checklists to be used by on-site staff and corporate/executive personnel in regularly scheduled and unscheduled QCP inspections. The Schedule shall identify what equipment will be checked and the checklist shall identify what items will be inspected on each type of equipment as the checks are being performed. Once completed, the checklist used shall be signed and dated by the inspector at the time that the inspection is completed. All QCP inspections shall be available to the COTR at all times.

#### **3.12.2 QCP Personnel**

The Service Provider shall identify all on-site personnel who will be performing routine QCP inspections by name, title, and type of inspection each is authorized to perform. QCP inspections shall be performed by supervisory personnel or work leaders.

#### **3.12.3 Annual Executive Quality Control (QC) Inspection**

The Service Provider shall perform an annual quality control inspection of the Service Provider operations at each site each year. The annual QC inspection shall be performed by the program manager one level above the on-site project manager. A report of the findings from the program manager shall be provided to the COTR along with proposed corrective actions not later than 15 days after completion of each inspection.

#### **3.12.4 Reserved**

#### **3.12.5 QCP Documentation**

A local file of all inspections conducted by the on-site Service Provider personnel including corrective action taken shall be maintained by the Service Provider throughout the term of this contract. A hard and soft copy of all QCP inspection reports shall be submitted to the COTR upon request.

### **3.13 Contingency Plans**

The Service Provider shall submit, with his proposal, a contingency plan that addresses how the Service Provider will mitigate the planned and unplanned events and situations described below. The plan shall describe the response (both initial and subsequent) to the situation to assure continued operations, identify the potential resource requirements, identify how additional resources will be obtained, and describe the processes or approaches of communication and coordination needed with the Government

- (1) Recruitment and hiring difficulties
- (2) Strikes by employees and/or SubService Providers used in support of the PWS
- (3) Natural and man-made disasters
- (4) Adverse weather conditions

### **3.14 Required Reports and Submittals**

The Service Provider shall submit the data, reports, schedules, plans, and items identified in Technical Exhibit TE-6 to the COTR for approval and/or action as applicable, no later than the dates specified therein. In addition, the Service Provider shall submit a monthly progress report that includes the data as shown in TE-6 by the 5<sup>th</sup> work day of the month following performance. If unscheduled facility or equipment outages or additional damage to equipment occurs that can be attributed to the failure of the Service Provider to accurately and timely report equipment conditions, the Government will assess the Service Provider all actual costs incurred by the Government. .

### **3.15 Partnering**

The Government intends to encourage the foundation of a cohesive partnership with the Service Provider. The partnership will be structured to draw on the strengths of each organization to identify and achieve reciprocal goals. The objectives are effective and efficient contract performance, on schedule, customer-focused service, and in accordance with the contract documents. This partnership will be multilateral. Any costs associated with effectuating this partnership (time of the attending personnel, cost of transportation and lodging) will be borne by each project partner for their firm with no change in contract price. The cost of partnering meetings, including the facilitator, meeting room, supplies, etc., will be borne by IRS. It is anticipated that a 1-day kick-off partnering meeting will be held at a location to be determined and shall be attended by all key personnel from the Service Provider. The team kick-off meeting will culminate in the development and establishment of a mutually satisfactory set of goals and objectives beneficial to all team members. Monthly follow-up meetings will be held throughout the duration of the contract in order to assess performance against the team goals and contract requirements vs. contract performance. As a minimum, the COTR and Service Provider Project Manager shall attend these meetings. The Service Provider shall publish detailed meeting minutes within 5 business days after the conclusion of the meeting.

### **3.16 Warranties**

A list of warranties in effect will be provided to the Service Provider during the phase-in period. The Service Provider shall serve as the POC and coordinate all building and equipment related warranty issues. The Service Provider shall be fully responsible to execute all warranties that are building related and to keep the Government advised in

writing of any warranty issues in dispute by the manufacturer. If the Service Provider has difficulties in enforcing warranties with a specific manufacturer, the COTR will attempt to help the Service Provider resolve disputes with the manufacturer. Should the Service Provider's action nullify a warranty, the Service Provider shall assume responsibility for all systems, equipment, and related work until the warranty expires.

### **3.17 Computerized Maintenance Management Systems (CMMS)**

A. The Government will provide the Service Provider access to the Government's CMMS PM scheduling module. The Service Provider shall be responsible for the entry and accuracy of all information in the PM module and shall maintain the PM schedule, equipment inventory, equipment history records and open and close all PM work order tickets. The Service Provider shall have read-only access to Government generated service calls. The Government will issue and close all service calls. The specific CMMS associated with each site is identified below.

<u>SITE</u>	<u>CMMS</u>
Fresno, CA	TMS
HQ, Washington, DC	MP2
Covington, KY	TMS
Philadelphia, PA	MP2
Austin, TX	MP2
Ogden, UT	TMS

B. Service Provider shall be responsible to make sure that the CMMS is fully functional and all contract documentation is up-to-date by the end of the phase-in period. If hardware or software deficiencies are discovered during the joint phase-in inspection, the Service Provider shall take immediate steps to furnish a thorough and detailed proposal to the Government to cover the cost of all repair and or replacements (hardware and or software upgrades) required to ensure a fully functional system capable of meeting all requirements of this contract. An IDIQ task order will be issued to the Service Provider for all hardware and or software costs associated with this requirement. The Service Provider shall not modify any hardware or software without written direction from the COTR. All CMMS hardware, software, and updated databases shall remain the property of the Government and shall be returned to the Government at the time of contract expiration.

C. Additional information on each of the CMMS can be found at Internet website

MP2 <http://www.datastream.net/products/mp2>

TMS <http://www.frsoft.com>

D. The Government reserves the right to issue an IDIQ task order to the Service Provider to upgrade, repair, and/or replace all CMMS systems and components as required by the Government.

### **3.19 As-Builts**

When the Service Provider is provided plans or drawings as part of a Service Call or Task Order, the Service Provider shall be responsible for providing one copy of marked up red lines drawings, reflecting the changes due to the Service Provider's efforts, to the COTR. The Service Provider shall provide these drawing mark-ups under the Firm Fixed-Price portion of the contract. These drawings shall be submitted prior to closing out the Service Call or prior to submittal of the Service Provider's invoice in the case of a Task Order.

### **3.20 Work Performance, Coordination and Scheduling**

The Service Provider shall schedule and arrange work so as to cause no interference with the normal occurrence of Government operations without advance approval, in writing, from the COTR. In those cases where some interference may be essentially unavoidable, the Service Provider shall work with the COTR to minimize any impacts on Government operations and shall provide a written plan of action to the COTR for approval detailing how the impact of the interference, inconvenience, or customer discomfort will be minimized. During emergency situations, the COTR may grant verbal approval for work to proceed and it will be followed up in writing within 24 hours.

#### **3.20.1 Routine Work Coordination**

For routine work and additional services, the Service Provider shall notify the COTR and customer and coordinate a time period for performing the work a minimum of 24 hours prior to the desired start of work that will cause minor disruption of customers (i.e., minor power outages, loss of heat or cooling for a short duration, dust, noise). The request must be approved in writing (email) by the COTR before any action is taken that would disrupt any Government operations.

#### **3.20.2 Facility Outages Coordination**

Certain preventive maintenance and certifications require a complete facility power outage and total disruption of work by the Government. These outages are normally scheduled for one or more of the Holiday weekends in the September, October, and November period. The Service Provider shall coordinate a scheduled date with the COTR a minimum of 90 days prior to the desired date to perform the work. The Service Provider shall provide a written outage plan to the COTR specifying all PM and repair work to be performed during the outage and the responsible party who will be performing each activity at least 60 days in advance of the outage for the COTR's review and approval. The work shall not begin nor be performed without the prior written approval of the COTR.

#### **3.20.3 Critical Equipment Outages**

Scheduled outages of equipment identified as "Critical Equipment" in Technical Exhibits CA-2, HQ-2, KY-2, PA-2, TX-2, and UT-2 shall be coordinated with the COTR a minimum of 60 days prior to the desired date to perform the work. The work shall not commence without the approval of the COTR as mentioned above in 3.20.2.

### **3.21 Historic Preservation**

The Service Provider is advised that the Headquarters facility in Washington DC is designated as a historical building. The COTR will approve any repairs, renovation, or



replacement to historic buildings. The repair and/or replacement of all finishes and structural elements such as wood, ornamental metal, marble, stone, etc. or other component parts shall result in products identical in quality and appearance to the original component being replaced or repaired. Therefore, the Service Provider shall retain original material wherever possible, or replace with new material that duplicates the original in size, shape, texture, appearance, and finish. In addition, the Service Provider shall comply with the appropriate provisions and stipulations of the Secretary of Interior's "Standards for Rehabilitation and Guidelines for Rehabilitating Historic Buildings" (Revised 1983) and the National Historic Preservation Act of 1966, as amended. Historical preservation requirements apply only to the structure, not to the installed equipment.

#### **4. ADDITIONAL SERVICES (Indefinite Delivery Indefinite Quantity Work [IDIQ])**

##### **4.1 Types of Additional Services**

###### **4.1.1 Repair Requirements (Service Call Work) exceeding \$2,500**

Work, includes labor, materials, subcontracts, and specialized equipment to complete repair service calls when the cost for the service call exceeds \$2,500 for each individual repair task. The Service Provider will be paid a negotiated fixed price for the amount over \$2,500 for each Task Order.

###### **4.1.2 Correction of Deficiencies Identified During the Phase-In Inspection**

Work, includes labor, materials, subcontracts, and specialized equipment to complete repair deficiencies identified during the phase-in inspection. The Service Provider will be paid a negotiated fixed price for all costs exceeding \$500 for each individual repair.

###### **4.1.3 Reserved**

#### **4.1.4 Snow Hauling**

As directed by the COTR, the Service Provider shall either haul excess snow to a remote area of the grounds or to an off-site location. All snow hauling services shall have prior approval from the COTR before any hauling services are undertaken by the Service Provider. The Service Provider will be reimbursed based on the hourly rates stated in Section B, Price Schedule, and based on the number of on-site hours expended for use of a dump truck with driver and use of a loader with operator as documented in the IRS security log (located in the security area to be identified by the COTR).

#### **4.2 Additional Services Schedule**

The ordered additional services shall be scheduled and completed within the allowable completion time (calendar days) established during negotiations. The Service Provider shall, within 3 calendar days of receipt of an approved task order, submit a detailed schedule in accordance with the negotiated time frame in the approved Government issued IDIQ task order. The schedule shall identify all critical milestones. The COTR may waive the requirement for a schedule for simple projects. If work cannot be accomplished due to circumstances beyond the Service Provider's control, the Service Provider shall request a schedule extension as soon as the need for an extension becomes apparent. Upon review of this request, the ACO may extend the completion date of the Task Order to allow a reasonable amount of time for completion if warranted.

#### **4.3 Cost Proposals**

The Service Provider shall plan all IDIQ work and prepare complete proposal development activities including cost estimates in support of additional services requirements as required in Paragraph 2.3 as part of the basic services fixed-price portion of this contract. Each request for proposal will be in the form of a written request or e-mail issued to the Service Provider. Each proposal shall be valid for a minimum of 90 calendar days from the proposal submission date to the Task Order issue date. The Service Provider shall provide written recommendations for revisions, alternative methods, or deviations from the Government's scope of work as described in the task order. The Service Provider's recommendations shall be narrative descriptions, drawings, or sketches and shall include references to technical specification requirements. The ACO will review the recommendations and will approve or disapprove, in whole or in part, for use in the execution of work. The ACO and the Service Provider will negotiate a fair and reasonable price for all IDIQ task orders. If the cost proposal is in dispute, and no satisfactory agreement can be reached between the Government ACO and the Service Provider, the ACO will make the final determination of all costs required to complete the task and may direct the Service Provider to perform the work while negotiations proceed. If the ACO and the Service Provider are still unable to reach agreement on the task scope of work, terms, conditions, schedule, and/or price and the work has been completed, the Service Provider may opt to seek reimbursement for services rendered through the disputes clause of this contract (See FAR 52.233-1 Disputes). The Government reserves the right to cancel the request for proposal or procure the services from other sources at any time.

Unless otherwise specified, the Service Provider shall submit all proposals within the following time frames: as shown below:

<b>Priority of Request</b>	<b>Required Submittal of Service Provider Proposal (Calendar Days)</b>
Emergency	1
Urgent	3
Routine	15

#### **4.3.1 Labor Hours and Cost Estimate**

The Service Provider shall prepare a labor hour estimate using industry accepted estimating procedures and man-hour data from the appropriate R. S. Means estimating guide (as primary), or other appropriate estimating sources approved by the ACO(as secondary). The Service Provider shall submit all back-up sheets with the estimate including a listing of all operations and supporting data for all estimates. The total labor cost estimate shall be determined by totaling the individual trade labor hours multiplied by the applicable labor rate identified in the bid schedule in Section B.

#### **4.3.2 Material Estimates**

The Service Provider shall prepare material cost estimates using actual vendor quotes. Material estimates shall include a detailed bill of materials establishing the size, quality, number of units, and unit prices. Material prices shall be the lowest price available, considering the availability of materials and time constraints of the job. Three quotes shall be obtained and the lowest one used as the estimate in the cost proposal unless directed otherwise by the ACO. The Government always reserves the right to furnish material. A material loading factor will be allowed on all Service Provider-procured materials as identified in the bid schedule. No Service Provider markup will be allowed on Government furnished materials. The Government reserves the right to request additional quotes for materials on a case-by-case basis.

#### **4.3.3 Specialized Equipment Rental Estimates**

Estimates for specialized equipment may be added for a specific, one-time project requirement if not included in other portions of this contract. The Service Provider shall use actual vendor quotes. Equipment rental estimates shall include a detailed price list stating size, capacities, quality, number of units, and unit prices. Equipment rental estimates shall be based on the lowest prices available considering the availability and time constraints of the job. Three quotes must be obtained and the lowest one used as the estimate in the cost proposal. Cost for equipment operators, when separate operators are required, shall be estimated on a labor hour basis unless operator cost is included in the equipment rental price. A material loading factor will be allowed on all Service Provider procured rented equipment as identified in the bid schedule in Section B.

#### **4.3.4 Sub-Service Provider Work**

Work that the Service Provider proposes to subcontract shall be identified in the IDIQ proposal/estimate. On all Sub-Service Provider costs, three Sub-Service Provider contract quotes shall be obtained and the lowest one used as the estimate in the cost proposal unless directed otherwise by the ACO/COTR. In unusual circumstances, with agreement of the ACO/COTR, the Service Provider may provide less than three quotes (must be justified in writing by the Service Provider and approved by the ACO/COTR). All original quotations from Sub-Service Providers must be included with all Service Provider task order proposals submitted to the Government. The Service Provider may consider and propose cost/technical tradeoffs as part of the selection and negotiation process for Sub-Service Provider services acquired under the additional services provisions of this PWS. The Service Provider should state the rationale for all tradeoff recommendations. However, the final decision as to whether or not to select a higher bid due to a recommended tradeoff rests solely with the Government. If three Sub-Service Provider quotes cannot be obtained, estimates for additional work shall be developed and documented exclusively using the procedures contained in paragraphs 4.3 through 4.3.5. Service Provider Material Loading Rate will be allowed on all Sub-Service Provider work as identified in the bid schedule B.. If the Government deems that Service Provider quotes are incomplete and/or not a fair and reasonable price, the Government reserves the right to request additional quotes from the Service Provider on a case-by-case basis and/or acquire services by other means. Unless the service request is deemed an emergency by the Government, the Service Provider may not commence with the effort until negotiations are completed.

#### **4.3.5 Consequences of Failure to Provide Cost Proposals**

Failure of the Service Provider to provide cost proposals on a timely basis (as stated in paragraph 4.3) may result in the Government using separate acquisition methods to provide these services.

### **4.4 Establishing Final Price and Schedule for Task Orders**

The Service Provider's detailed cost proposal will be evaluated to determine if: (1) the scope has been clearly and accurately identified, (2) the task hours have been properly estimated with supporting data presented, and (3) equipment, material, and/or subService Provider cost estimates are reasonable and properly documented. If these elements are met, the Contracting Officer may issue a task order without discussions. If the above elements are not met, the Contracting Officer may negotiate with the Service Provider until an agreeable scope of work, terms and conditions, and/or price estimate is reached. If urgency situation exist, and the parties cannot agree on the task order terms, including price, the Contracting Officer may direct the Service Provider to perform the required work and the Service Provider shall proceed diligently with performance as called for in the task order (See FAR 52.233-1 Disputes). The Contracting Officer, at his/her discretion, may also decide to cancel the project or obtain the services through other means.

### **4.5 Changes to the Scope of Work in Task Order**

If during the course of work the Service Provider encounters unforeseen conditions which impact the work and which could not have been foreseen during the initial proposal

development, the Service Provider shall contact the ACO and COTR immediately and shall not proceed without Contracting Officer authorization. The ACO will direct the Service Provider to (1) estimate the change of scope for the unforeseen condition only, or (2) prepare a new proposal/estimate for the total job as revised. Revisions to schedules shall be negotiated with the ACO. The ACO will review and approval of the estimate and scope of work, (1) issue a modification to the Task Order for the change in scope, or (2) cancel the original Task Order and issue a new Task Order for the total job as revised. If the ACO directs the Service Provider to stop work, the Service Provider shall clean and secure the work site.

#### **4.6 Reports**

The Service Provider shall provide to the ACO a monthly report with a copy going to the COTR that summarizes the status of all outstanding IDIQ task orders. This includes all quotes that have been requested by the Government as well as all open IDIQ task orders that have been awarded. The report shall include:

- (1) Building number(s) for work
- (2) Brief description of Work to be performed
- (3) Task Order number
- (4) Completion Date Required
- (5) Completion Date Anticipated
- (6) % Complete
- (7) Project Status
- (8) Remarks

### **5. GOVERNMENT FURNISHED ITEMS**

#### **5.1 Government Furnished Facilities**

The Government will provide the facilities shown in Technical Exhibit TE-7-CA, TE-7-HQ, TE-7-KY, TE-7-PA, TE-7-TX, and TE-7-UT. These facilities shall be for the exclusive use of the Service Provider to perform work associated with this contract.

##### **5.1.1 Keys to Government Facilities**

The Service Provider will be given keys and combinations to the facilities' locks to facilitate performance of work. The Service Provider shall establish a key control system to ensure that no keys issued to the Service Provider by the Government are lost, misplaced, or used by unauthorized persons. Government keys shall not be duplicated by the Service Provider without the Contracting Officer's authorization. The Service Provider shall report to the Contracting Officer any occurrence of a lost key within one hour of discovery of the loss.

##### **5.1.2 Authorized Use and Access to Spaces**

The Service Provider shall prohibit the use of Government-issued keys by any person other than authorized Service Provider employees. The Service Provider shall not permit entrance to locked areas of any person other than Service Provider personnel engaged in

the performance of work in those areas, or personnel assigned to the activity where the Service Provider is performing work, without written authorization by the COTR.

### **5.1.3 Technical Publications**

The Government will provide all currently available technical manuals and bulletins associated with the installed equipment. These publications shall be available on-site for the Service Provider's use. The Service Provider shall update and maintain the technical publications, obtain and insert any changes or updates issued by the manufactures, add technical publications for any newly installed or replaced equipment, and shall return all technical publications (with changes, updates and added publications) to the Government 30 days prior to contract expiration.

## **5.2 Government Furnished Materials (GFM)**

The Government will furnish or make available to the Service Provider, on a one-time basis, the material of the types and in the approximate quantities listed in Technical Exhibit TE-7-CA, TE-7-HQ, TE-7-KY, TE-7-PA, TE-7-TX, and TE-7-UT. At the end of Base Period, and after each option period exercised by the Government, the Service Provider shall document and certify that the GFM inventories are equal to the original quantities. The Service Provider shall update the inventory of GFM 30 days before the contract expiration date. Upon contract expiration, all GFM shall be returned to the Government in like qualities and quantities in original condition and quantities and returned to the Government.

### **5.2.1 Material Inventory**

The on-hand materials listed in the Technical Exhibits will be made available to the Service Provider. The Service Provider and the COTR shall conduct a joint inventory before commencing work under this contract to verify the exact amount of the Government furnished materials. The Service Provider shall then certify the findings of this inventory, assume accounting responsibility for all materials supplied, and shall replace in kind (at his cost) all items used. Upon completion or termination of this contract, a second joint inventory shall be conducted to ensure replacement of all Government furnished materials. The Service Provider shall be held liable for all missing materials.

## **5.3 Government Furnished Equipment**

The Government will furnish or make available to the Service Provider, the equipment of the types, in "As-Is" condition, and in the quantities listed in Technical Exhibits TE-7-CA, TE-7-HQ, TE-7-KY, TE-7-PA, TE-7-TX, and TE-7-UT. The Service Provider shall maintain and repair such equipment to ensure that it remains in proper and reliable operating condition. At the close of the contract performance period, the Service Provider shall return equipment of like type and quantity, less fair wear and tear, to the Government.

### **5.3.1 Office Furnishing, Minor Tools, and Shop Fixtures**

The Government will provide the office furnishings, minor hand tools, and shop fixtures currently in use by the Government employees. No inventory will be provided, however,

the offerors are encouraged to make note of the items in use during the on-site visit identified in section L.

### **5.3.2 Use of Government Property**

Should the Service Provider choose to use the Government furnished equipment, periodic servicing, maintenance, and repair of the equipment and tools listed shall be provided at no cost to the Government. During execution of the work, the Service Provider shall protect Government property from damage. The Service Provider shall repair any damage to Government property resulting from work performed under this contract at no cost to the Government. The Service Provider shall repair damage to Government property resulting from operational errors or failure to maintain, repair, or inspect equipment as required under this contract at no cost to the Government. The total or partial breakdown or failure of the Government furnished equipment shall not relieve the Service Provider of responsibility to fully perform the work of the contract. Upon completion or termination of the contract, all Government owned equipment shall be returned to the Government in the same condition as received, except for normal wear and tear. Equipment, which becomes worn out due to normal wear and tear, shall be returned to the Government .

### **5.3.3 Equipment Inventory**

The Service Provider and the COTR shall conduct a joint inventory before commencing work under this contract to determine the exact number and serviceability of Government furnished equipment. The Service Provider shall then certify the findings of this inventory, assume accounting responsibility, and subsequently report inventory discrepancies to the COTR. Government furnished equipment shall not be removed from the facility unless approved by the Contracting Officer in writing.

### **5.3.4 Computers**

Computer workstations with network connections, appropriate interface with the CMMS, and standard Microsoft Office software and printers identified in Technical Exhibits TE-7-CA, TE-7-HQ, TE-7-KY, TE-7-PA, TE-7-TX, and TE-7-UT will be made available to the Service Provider for use in the performance of this contract. Regardless of the serviceability of the above mentioned Government Furnished Equipment, the Service Provider shall remain fully responsible for accomplishing all work requirements identified in this contract. The Service Provider shall be responsible to furnish all additional equipment as may be required in order to accomplish all contract requirements.

## **5.4 Government Provided Services**

The Government will provide the following service to the Service Provider at each location.

### **5.4.1 Utilities**

Utilities for Government furnished facilities will be provided from existing outlets at no cost to the Service Provider. Utilities are limited to electricity, water, heat, air conditioning, local telephone service with access to the local area network, FTS and Internet connectivity (no facsimile line), and sewerage. The telephones, Internet access, and Internet connectivity are for official use only.

#### **5.4.2 Fuels**

The Government will provide all fuels associated with utilities heating and cooling, emergency generators, fire pumps, and Government furnished scooters, tractors, and weight handling equipment. The Service Provider shall notify the COTR in writing when the level of fuel in any tank reaches 50% of full capacity. The Service Provider shall be responsible for acceptance of the fuel from Government delivery points and delivering the fuel to the applicable item of equipment. When directed by the COTR, The Service Provider shall test fuels and provide fuel additives as necessary. The Service Provider shall provide fuel for Service Provider owned vehicles.

#### **5.4.3 Housekeeping Services**

Limited custodial services will be made available at no cost to the Service Provider. Custodial services provided include cleaning/stocking of restrooms, and floor cleaning of the main office area. No other services are provided.

#### **5.4.4 Grounds Maintenance and Refuse Removal**

The Government will provide grounds maintenance. All refuse removal services will be provided by the Government with the exception of the removal of hazardous waste generated by the Service Provider.

#### **5.4.5 Security and Fire Protection**

For all sites, the Government will provide security police and fire protection to the extent necessary to ensure security and safety.

### **6. Service Provider Provided Items**

The Service Provider shall furnish all supplies, materials, tools, and equipment necessary for the performance of the work required by the contract unless otherwise specified herein.

#### **6.1 Materials**

The Service Provider shall provide items required to maintain the structures, equipment, systems, and subsystems covered by the contract in a functional state. Any replacement part used during the course of the contract shall be the identical make and model of the part being replaced. If the identical part is no longer available, a comparable replacement part may be used if approved by the COTR. This approval shall be received prior to installation of the replacement part. The Service Provider shall maintain a stock of expendable supply items on site or arrange for delivery of supply items such that performance of contract services is not delayed. Lack of available expendable parts or material shall not be cause for authorization of delays in completing repairs or services. All Material Safety Data Sheets (MSDS) associated with materials shall be maintained on-site and made available to the COTR upon request.

#### **6.2 Communication Equipment**

The Service Provider shall arrange for the installation, at their expense, additional private outside business phone line(s), including instruments, for use in making business and personal calls outside the building and for Internet services. All communications



equipment shall be provided by the Service Provider such as telephones, pagers, cell phones, etc. (except for Government Furnished Radios).

### **6.3 Drawings**

Any and all drawings and/or schematics developed by the Service Provider for any of the equipment, systems, or subsystems covered by the contract shall become the property of the Government, a reproducible copy of which shall be supplied to the COTR upon completion. In addition, the Service Provider shall update ("red line") current Government facility drawings to reflect any changes resulting from work accomplished by the Service Provider during the course of this contract.

### **6.4 Personal Protective Equipment**

The Service Provider shall supply proper employee protective clothing, footwear, gloves, head gear, ear plugs, safety eye wear (not prescription lenses), etc., as required for the maintenance tasks required under this contract.

### **6.5 Uniforms**

The Service Provider shall ensure that all employees wear the required uniforms (shirt, long pants) with the Service Provider's and employee's name permanently attached to the shirt. Uniforms (color and type) shall be approved by the COTR. All Service Provider personnel performing under the contract shall wear the approved uniforms at all times while on duty. The only exception to this requirement is the Project Manager who may wear normal business attire in lieu of a uniform. Additionally, these uniforms shall be worn in a manner that they present a clean and neat appearance at the beginning of each work day.

### **6.6 Warranty of Services**

The Service Provider shall warrant all workmanship, materials, equipment, and services provided under the terms of this contract for a minimum of one year or the manufacturer's period of warranty, whichever is longer, from the date of Government acceptance of work. Any rework or repair due to poor workmanship will be at the Service Provider's expense.

## **7. Definitions and Acronyms**

The definitions and acronyms associated with this solicitation are shown at Technical Exhibit TE-8.

## **8. Regulations and References**

The regulations and references associated with this solicitation are shown at Technical Exhibit TE-9.